



February 18, 2011
Via ECFS Transmission

Marlene H. Dortch, Commission Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, D.C. 20554

RE: EB Docket No. 06-36
2010 CPNI Certification for TeleWise, LLC

Dear Ms. Dortch:

In accordance with Federal Communications Commission's Enforcement Advisory No. 2011-02, DA 11-159, EB Docket No. 06-36, released January 28, 2011 and pursuant to 47 C.F.R. § 64.2009(e), TeleWise, LLC hereby files its Certification of Customer Proprietary Network information (CPNI) and its supporting Statement for the year 2010. Please include this Certification in EB Docket No. 06-36.

Please contact me at 407-740-3006 or croesel@tminc.com if you have any questions about this filing.

Sincerely,

Carey Roesel
Consultant to TeleWise, LLC

CR/gs
Enclosure

cc: Best Copy and Printing (FCC@BCPIWEB.COM)
Charles Power – TeleWise
file: TeleWise – FCC CPNI
tms: FCCx1101

EB Docket 06-36

Attachments: Accompanying Statement explaining CPNI procedures

Statement of CPNI Procedures and Compliance

USE OF CPNI

TeleWise, LLC ("TeleWise") does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. TeleWise has trained its personnel not to use CPNI for marketing purposes. Should TeleWise elect to use CPNI in future marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

PROTECTION OF CPNI

TeleWise has put into place processes to safeguard its customers' CPNI/call detail information from improper use or disclosure by employees; and to discover and protect against attempts by third parties to gain unauthorized access to customer CPNI.

Although it has never occurred, TeleWise will maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

DISCLOSURE OF CALL DETAIL OVER PHONE

Company does not disclose CPNI over the telephone in response to a customer-initiated telephone inquiry, unless the customer can provide the call detail information that is the subject of the inquiry without the assistance of a customer service representative. If it elects to do so in the future, it will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information and customer notification of account changes.

Company has put into place procedures to notify customers whenever an address of record is created or changed without revealing the changed information or sending the notification to the new account information.

DISCLOSURE OF CPNI ONLINE

Company does not disclose CPNI on-line. If it elects to do so in the future, it will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information.

DISCLOSURE OF CPNI AT RETAIL LOCATIONS

TeleWise does not have any retail locations and therefore does not disclose CPNI in-store.

NOTIFICATION TO LAW ENFORCEMENT

Company has in place procedures to notify law enforcement in the event of a breach of customers' CPNI and to ensure that customers are not notified of the breach before the time period set forth in the FCC's rules, or, if applicable, when so authorized by law enforcement.

Although it has never occurred, TeleWise will maintain records of all breaches discovered and notifications made to the USSS and the FBI, and to customers.

ACTIONS AGAINST DATA BROKERS

Company has not taken any actions against data brokers in the last year.

CUSTOMER COMPLAINTS ABOUT CPNI BREACHES

Company did not receive any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2010.

INFORMATION ABOUT PRETEXTERS

Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI but does take steps to protect CPNI.